



In Transit July/August 2010

A Newsletter for King County Metro Transit Employees



*From the desk
of the General
Manager*

Word of the day: performance

About a year ago, we celebrated the start of Link light rail service and supporting Metro bus services. It was the beginning of a new era for Metro, and we can point with pride to our role in Link's successful first year.

We can also point with pride to the many Metro employees—individuals, teams, and whole programs—who distinguished themselves with excellent service in the past year. We honor them in this issue of *In Transit* and welcome them to Metro's Wall of Fame (see page 4). I congratulate all who were nominated, as well as those who were chosen for induction into the 2010 Washington State Department of Transportation Wall of Fame.

Today we find ourselves at the threshold of another new era, with an opportunity to set new standards for providing transportation services to the public. We do a good job now, but there's always room for greater efficiency, increased cost savings, and other improvements.

We are not alone in that realization. Last year's performance audit of Metro by the King County Council raised several concerns, including the lack of a clear business plan and the fact that our decisions have not always been

Continued on page 2



Kelly Lindsey, left, provides information as visitors tour a RapidRide bus and learn about the coming A Line service during a July appearance at Angle Lake.

RapidRide launch nears

Metro's new bus rapid transit (BRT) service is scheduled to begin Oct. 2 with the launch of the A Line, the first of six planned RapidRide lines. The A Line will run along International Boulevard/Pacific Highway S between the Link light rail Tukwila International Boulevard Station and the Federal Way Transit Center, a route currently served by Metro Route 174.

Design and Construction staff members **Paul Miller**, **Sheldon Teel** (lead), and **Jerry Williams** are managing the current RapidRide construction projects.

In May, Metro's contractor began installing 72-strand fiber optic cable and wireless access points along the 11-mile A Line corridor. This will support communication with the Intelligent Transportation System (ITS) field equipment, and also the real-time information signs and ORCA fare card readers that will be installed at 24 stations along the A Line route. Through partnerships with local jurisdictions, this equipment will also give A Line buses signal priority at 20 intersections.

Installation of new RapidRide shelters will begin in August and continue into the fall. Rodarte Construction is installing new shelter footings and electrical conduit to support lighting at A Line stops. The shelter frames are being manufactured by The Sign Factory, with oversight by **Ron Smith** of Design and Construction. The frames are then brought to Metro's South Facilities shop

Continued on page 2

In this issue

Metro's strategic business plan	2
Short shots	3
2010 Wall of Fame	4
Kudos	6
Performance corner	7
On the move	8

Continued from page 1

General Manager

backed up with appropriate data and analysis. The Council also appointed a Regional Transit Task Force to make recommendations for Metro's future, and this group is very interested in our performance and efficiency.

The Council's 2009 audit is largely responsible for our current work to develop a strategic business plan that will establish clear and realistic goals, identify opportunities to achieve those goals, implement more efficient processes, improve our performance measurements, and improve customer satisfaction with our services and products (see next column).

Our business plan will play a key role as we focus on saving money while also increasing our ridership and services in the future. Most importantly, we expect the plan to guide our growth and ensure that it occurs in the most efficient way possible.

How we link our actions to the plan will be very important. If we are to be successful in asking the King County Executive, the Council (through the budget process), and the public (through funding initiatives) for new funds to help us avoid service and program cuts and meet our goals, we must convince them that we are doing the best we can with available resources.

More importantly, we must show them that we are worth the investment of even more resources and will use those new resources wisely.

—Kevin Desmond, General Manager

In Transit online

Current and past issues of *In Transit* are available on the King County website at www.kingcounty.gov/InTransit.

New plan will help guide Metro into the future

Metro is developing a five-year strategic business plan to provide guidance in an environment of diminishing resources and multiplying policy mandates. The plan will draw upon, and complement, the Comprehensive Plan for Public Transportation, a separate ongoing project that responds to findings of the 2009 Metro audit, as well as current work by the County Council-appointed Regional Transit Task Force.

By linking broad policy directives with operational decision making, Metro's strategic business plan will provide a framework for ongoing strategic planning and budget development. It will identify broad policy and performance goals, assess gaps in organizational and program capacities that may hinder achievement of those goals, and identify process improvements to save money or increase customer satisfaction.

Here are some of the plan's objectives:

- Identify alignment gaps within and between policy mandates, goals, and strategies
- Identify gaps between current and anticipated resources and Metro goals
- Identify an optimal size and makeup of Metro, given current resources
- Identify "high impact" products, services, and processes which, if improved, can provide significant cost savings or increased customer satisfaction
- Identify and make improvements to selected high-impact/high-cost processes
- Review and revise Metro performance measures
- Identify building-block components of a longer-term vision for Metro

The project is headed by **Tim Flynn**, a program/project manager in the General Manager's Office. It began in July with interviews of managers and staff throughout the organization, and will continue into 2012. For more information, contact Flynn at 206-263-4645 or tim.flynn@kingcounty.gov.

Continued from page 1

RapidRide construction begins

for painting and the addition of roofs, glass, and other finishing touches. Power and Facilities will install the shelters and other amenities after civil construction activity at the sites is finished.

Ready, set...

King County residents are seeing red (and yellow) this summer as Metro showcases its new RapidRide buses at several locations and community events. The buses have already made appearances at Seattle's Earth Day celebration, Pride Parade, and the Seafair Torchlight Parade, as well as Burien's Fourth of July Parade.

Marketing and Information Production has developed a family of communication materials to help spread the word about RapidRide, including brochures, timetables, media presentations, lamp-post banners, bus exteriors, interior A Line maps, and shelter signs.

To celebrate the service launch in October, Metro is planning a public event and offer two days of free rides on the A Line.

SHORT SHOTS IN TRANSIT

News briefs in and around the Transit Division



Angelina, age 8, works on a birdhouse on Take Our Children to Work Day.

■ **Checking Metro out** — **Jana Wright**, a transportation planner in Service Development, kept her 8-year-old niece Angelina busy on June 24 as the two took part in Metro's Take Our Children to Work Day. Their schedule included planting zucchini and sunflower seeds at the Goat Hill Giving Garden, testing the Fatal Vision goggles (which simulate being impaired by alcohol) with officers of the King County Sheriff's Office, learning about the King Street Center's green features, and having lunch with Bert the Salmon. Angelina met many of Wright's coworkers and made new friends, and said her favorite part of the day was making a birdhouse with Facilities Management staff members.

■ **Operator assault reduction** — Metro Transit Police Chief **Dave Jutilla** spoke about Metro's operator assault reduction project at the regional Amalgamated Transit Union (ATU) conference in Portland, Ore. in June. Elements of Metro's program include problem solving, a "Don't Touch the Driver" poster, suspension and exclusion of offenders, security tips and training for bus drivers, and an operator shield assessment project.

■ **Ritter helps promote pet adoption** — When King County Executive **Dow Constantine** filmed a public service announcement to promote pet adoptions, Metro's own **Rita Ritter** (business and finance officer, Design and Construction) supplied her two foster kittens, "Earl Grey" and "Oolong," as co-stars. Ritter is one of more than 400 volunteers who care for the fragile kittens and puppies that come into the county's shelters each summer. To learn more about the pet foster program and other volunteer opportunities, visit www.kingcounty.gov/Safety/RegionalAnimalServices.aspx.



Rita Ritter (right) poses with King County Executive Dow Constantine and one of Ritter's foster kittens in the KCTV studio.

■ **Building an online commuter community** — Rideshare Operations recently launched a Commute Coach program to support the creation of new commuter van groups, sustain ridership, and build an online commuter-van community using Twitter, Facebook, and Rideshare's website, RideshareOnline.com. The coaches receive training in how to assist other commuters, plus a reusable tote and incentive offers for themselves and their "recruits."

Potential riders get assistance from the coaches on registering at RideshareOnline.com. They also receive van applications and assistance in organizing their groups into "practice carpools" until a van is delivered to them. The program's goals include developing 25 new commuter van groups, attracting 250 volunteer coaches, and generating 250 ridematch lists. The incentive will be offered through December 2010.

Continued from page 8

On the move

Tina Daniels, seasonal maintenance worker — May 26

Kari Lathrop, seasonal maintenance worker — May 24

Brandon Miller, seasonal maintenance worker — May 24

Jimby Pelaez, seasonal maintenance worker — June 8

Edwin Porcincula, seasonal maintenance worker — May 24

Rail

Derrick Bird, rail electro mechanic — May 5

Randy Bowman, rail service worker — June 1

Spencer Howard, rail signal and communications technician (term-limited) — June 23

Steve McColl, rail electrical worker — April 21

Matana McCormick, technical information processing specialist II (term-limited) — June 16

Robert McKee, rail facilities electrician — April 21

Shawn Rooney, rail service worker — June 1

In Our Thoughts

Anthony Lee, retired mechanic (Vehicle Maintenance — 2009), passed away on May 31

Honorees named to 2010 Wall of Fame

Fifteen individuals and six teams have been named to Metro's prestigious Wall of Fame, which recognizes employees who demonstrate exemplary work on behalf of internal and/or external customers. *In Transit* congratulates these nominees (see page 5) on joining the Metro Transit Wall of Fame family.

From this large and deserving group, Metro management had the unenviable task of choosing only two individuals and one team to be honored as 2010 Wall of Fame "winners." They, along with the 2009 winners (see September/October 2009 issue of *In Transit*), will be inducted into the Washington State Department of Transportation's Wall of Fame during the 2010 Public Transportation Conference in September in Spokane.

The 2010 winners are:



Jack Woodworth

Jack Woodworth (Vehicle Maintenance)

With a can-do attitude and ability to get along with everyone, **Jack Woodworth** hasn't found a job yet that he can't handle. Over the years, he's had many assignments that fall outside the norm. Whether working with Operations, Safety, or Maintenance, he always seems to find a solution.

A recent case in point was the need to resolve several problems before Metro could put its new Startrans vans into service—driver visibility, windshield glare, and wiper location, to name just a few. Woodworth found ways to correct those and other issues. When the solution required a manufacturer's approval, he got their support. He completed all this work while tackling other major Metro projects—driver/passenger barrier testing, rear-facing wheelchair restraint testing, and preparing new coach fleets to enter into service. Woodworth's dedication to his crew and job exemplify his outstanding commitment to Metro Transit and the transit industry.



The Ryerson Renovation, Remodel, and Relocation team—Front row, left to right: John Davis, Amir Moazzami, Ron Moattar, and John Whitney. Back row, left to right: Charlie Reynolds, Barbara Fariss-Bateman. Not pictured: Jim Carlson, Gerrie Jackson (retired), Gary Kriedt, Lyle McFarland, Isaiah Pullet, and Ron Quist (retired).

Ryerson Renovation, Remodel, and Relocation Team

Perhaps the highest praise a building project can receive is the satisfaction of its tenants. The Design and Construction team responsible for the Ryerson Base renovation project has received high praise from the Transit Operations and Vehicle Maintenance employees who work there.

Before the remodel, Ryerson was in dire need of relief from overcrowding as well as an update of its major building systems. Now it has an expanded dispatch area; all-new lighting that includes solar tubes, which bring natural light to interior space; new fire-detection, ventilation, heating, and cooling systems; a new elevator; expanded employee amenities (lounge, exercise room, and dining areas); and renovated wash and fuel facilities. The project incorporates strong sustainability components and is expected to receive Leadership in Energy and Environmental Design (LEED) certification.

Ryerson Base remained fully operational during construction, a testament to the excellence that the team brought to this project. Trailers housed the Transit Operations and Vehicle Maintenance offices. Coordination with base personnel, permitting agencies, procurement, and contractors, as well as dealing with the nearby construction of a major freeway ramp, created many challenges—both anticipated and unforeseen. Pre-planning and the efforts of on-site personnel all paid off. Project Manager **Ron Moattar** and his team worked closely with base personnel, listening to and promptly addressing their concerns. The \$14.6 million project was completed in only 12 months, was ahead of schedule and \$500,000 under budget!



Jim Stack

Jim Stack (Power and Facilities)

Jim Stack began his Metro career in 1979 as a Facilities Maintenance utility laborer, cleaning and maintaining Metro bus shelters. He was promoted to facilities equipment operator in 1982, and has helped to establish the duties and responsibilities of that position, mastering all Facilities equipment—sweepers, compactor trucks, sanding trucks, vactor trucks, and tractors—along the way.

When it was determined that park-and-ride lot sweeping is most effective during the graveyard shift, Stark volunteered. After 15 years, he is that shift's most veteran equipment operator. He often fills in for his chiefs and others, ensuring seamless operations. During adverse weather, he is on Metro's first line of defense—because snow always seems to start during his shift.

Stack is well liked, respected, and looked to as a leader by his peers. He's quick to share his knowledge, and his knack for spinning a good story is legendary. So is his motto: "While you're sleeping, I will be sweeping."

Metro Transit 2010 Wall of Fame nominees

Individual nominees

Cathy Blumenthal, Paratransit/Rideshare Operations

Jodi Connolly, Therapeutic Recreation Specialist, Harborview Medical Center

Laurie Elder, Sales and Customer Service

Colette Flanagan, Service Development

Detective Sergeant Steve Johnson, Street Crimes Unit, Metro Transit Police

Rand Juliano, Design and Construction

Mark Konecny, Sales and Customer Service

Dan Overgaard, Transit IT

Terry Rhoads, Rail

Lynn Riley, Transit Operations

Darryl Russell, Transit Safety

Jim Stack**, Power and Facilities

Mike Usen, Design and Construction

Jack Woodworth**, Vehicle Maintenance

Jana Wright, Service Development

Team nominees

Adult Day Health Support

Accessible Services Unit (Paratransit/Rideshare Operations): Entire staff

External agencies: First Transit, Solid Ground and Veolia

Component Supply Center Coach/Van Acceptance

Body Shop: Michael Boser, Bart Hedlund, Spencer Hoida, Bob Hull, Yukio Inouye, Liem Phan, Steve Trott

Paint Shop: Steve Hewitt, Linda Pierson

Electronic Technician Shop: Mark Bassen, Allen Boice, David Cole, David Gibbons, Bruce Reid, Alvin Starnes, James Tahl

Electric Shop: John Hearn

Chiefs: Don Goodwin, Stan Lillquist, Terry Williams, Jack Woodworth, Peter Vrinceanu

ORCA Start-up Pass Sales

Sales and Customer Services: Joe Adamack, Brandon Banks, Charles Belcher, Cabrina Bell, Symantha Cola, Tonja Diaz, Laurie Elder, Michelle Fujiwara, Jim Galbraith, Cheryl Guthrie, Michael Hogue, Theresa Huey, Mark Konecny, Martin Lee, Dona Maple-Workman, Carol Merrill, Larry Moss, Lisa Muhammad, Tara Mullally, Carol Jo Norton, Reyes Ojeda, Jake Rainwater, Tom Randall, John Riley, Elizabeth Scheffer, Sonja Schuette, Lyndsi Stickler, Dianna Sumabat, Caleb Swift, Marianne Ward, Mayre Washington, Lois Watt, Jerry Waugh
Commute Trip Reduction: Roland Bautista, Pamela Cook, Gayle Delanty (retired), Jane Finch, Dave Hollar, Debbie Jaksich, Stacie Khalsa, Tom Moran, Anne Ward-Ryan
Transit Operations: Walelign Afele, Gerald Allen, Hosani Bailey, Claude Brown, Eric Christiansen, Gary Compton, Marijke Devries-Maddy, Michael Echert, Ben Embree, Albert Forsyth, Lamont Jackson, Al McClendon, Robert Monson, John Quinn, Cheryl Rowe, Pat Scott, Darren White

Rail Service Workers

Randy Bowman, Veronica Busby, Clifford Hill, Christopher McClure, Paul Moutray, Shawn Rooney, John Villagomez, Deborah Waters

Ryerson Renovation, Remodel and Relocation Team (Design and Construction)**

Jim Carlson, John Davis, Barbara Fariss-Bateman, Gerrie Jackson (retired), Gary Kriedt, Lyle McFarland, Ron Moattar, Amir Moazzami, Isaiah Pullet, Ron Quist (retired), Charlie Reynolds, John Whitney

Senior Schedulers Scheduling Efficiency (Service Development)

Monique Allen, David Bailey, Lance Benedict, Bernie Durant, Dan Gauthier, Steve Masumoto, Yaz Yambe

**Individual and team winners

KUDOS IN TRANSIT

■ Bus driver saves customer's

life — On May 26, Atlantic Base Operator **Latonya Plummer** found one of her Route 7 regular passengers on the ground at a bus stop, barely



Latonya Plummer saved a customer's life.

breathing. Plummer summoned aid and stayed with the passenger until help arrived. The passenger later told her that he had slipped into a diabetic coma. In a commendation sent to Metro, he said, "She saved my life. I want her to know how much I appreciated her actions."

■ First-line supervisor Shea

honored — South Base Dispatcher **Michael Shea** has been named First-line Supervisor of the Fall 2009 Shake-up. As the morning dispatcher at Metro's largest base, he deals with everything from last-minute operator sick or injured calls to family emergencies. He was instrumental in setting up a pilot program for computerizing call records that is now used at all bases.



First-line Supervisor Mike Shea

South Base Supervisor **Bruce Porad** said Shea "is an excellent role model and consistently displays a professional attitude. He is an asset to South Base and the agency."

■ Familiar faces in Metroadeo

winner's circle — To quote the immortal Yogi Berra, it was "déjà vu all over again" at the 34th Metroadeo,

held in June at the Training and Safety Facility in Tukwila.

Michael Grady (East Base) won the Operator Division for the seventh time, and was followed by last year's winner, **Tammy Klein** (Atlantic Base), in second place. **Tom Ponischil** (South Base) rounded out the winners' circle by taking third place. **Paul Tefft** (Atlantic Base) placed first in the Maverick Division, and East Base Mechanic **Ryan Stringfellow** won the Non-Operator Maverick Division. Grady will represent Metro at the Washington State Rodeo in September in Spokane, and take part in the APTA-sponsored International Bus Rodeo in Memphis, Tenn., next May.

■ Vehicle Maintenance employees of the Feb. 2010 shake-up —

Atlantic Base: **David Allee**
Bellevue Base: **Joe Chevrier**
Central Base: **Curtis Colvin**
Component Supply Center: (declined)
East Base: **Leif Engebo**
North Base: **Steve Blackwell**
Ryerson Base: **Anthony Reynolds**
South Base: **Jai Kim**

Each shake-up, Vehicle Maintenance (VM) employees at each base and the Component Supply Center choose a co-worker for special recognition as VM Employee of the Shake-up. When the year is complete, all employees of the shake-up for that



First-place Metroadeo Operator Michael Grady, right, basks in the glory with fellow Operations Division winners Tammy Klein (second place) and Tom Ponischil (third place).

year vote to honor one of their own number as VM Employee of the Year. Nominations and selections are based on virtues such as dependability, cooperation, initiative, enthusiasm, knowledge, and the application of knowledge. VM employees of the shake-up receive certificates of recognition, reserved parking spaces during the shake-up, and monogrammed jackets, as well as a shot at being the next VM employee of the year.

■ Ellis receives Turner

Award — Part-time operator **Tanya Ellis** (East Campus) received the first quarter 2010 George Turner Award in June from the Paralyzed Veterans of America, Northwest Chapter and Metro's Elderly/Disabled Committee. The award honors employees who show extraordinary sensitivity toward customers who are elderly and/or disabled. Ellis was commended for the respectful assistance she gave to a blind customer and for establishing a community of riders.

■ **Most senior operator retires —**

When colleagues celebrated Bob Rothwell's retirement July 19, Rothwell had more seniority (43-plus years!) than any other operator at Metro. Hired by Seattle Transit in 1967, Rothwell earned a remarkable 37-year Safe Driving Award and was Operator of the Year in 1990. *In Transit* wishes him well in retirement.



Bob Rothwell

Transit operators of the month

June 2010

Atlantic Base: **Won Cho**

Central Base: **Cheryl Braxton**

Eastside Campus: **Clifford Louie**

North Base: **Galen Butcher**

Ryerson Base: **Kelly Humphries**

South Base: **Karen Alexander**

July 2010

Atlantic Base: **Kevin Goehring**

Central Base: **Douglas Nafziger**

Eastside Campus: **Anthony Cox**

North Base: **David Herman**

Ryerson Base: **Mary Longfield**

South Base: **Cathy Edmund**



Performance corner

AIMS High reports on-time bus performance

King County's AIMS High performance reports, recently updated for 2009, include Metro reports on transit boardings, boardings per platform hour, and on-time performance.

On-time performance measures transit service reliability, which is important to customer satisfaction. Making sure that buses arrive and depart on schedule is a key to keeping—and increasing—ridership and productivity.

Metro's on-time performance improved from 78 percent in 2008 to 80 percent in 2009. This was partly due (see chart) to investments in service reliability, and partly to reduced rider volumes and traffic congestion.

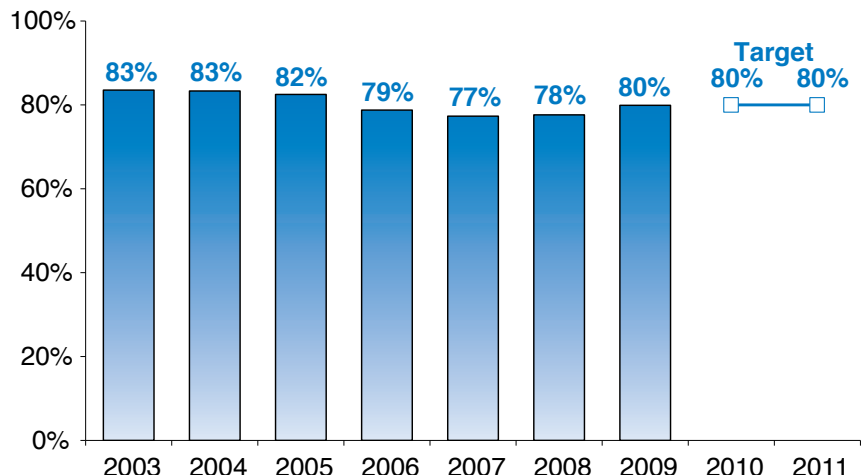
Anything that makes travel times less consistent, such as construction and special events, tends to hurt on-time performance. One major upcoming construction project is the Alaskan Way Viaduct replacement. We are coordinating with Washington state and Seattle transportation agencies to minimize this project's impacts on our services.

Infrastructure investments that separate transit from traffic (such as bus lanes) and give priority to transit at traffic signals can improve on-time performance. We should see these benefits when Metro launches the first RapidRide service this fall.

In response to the 2009 performance audit, Metro is working to make transit scheduling more cost-efficient—which could hurt on-time performance. However, we hope to reduce this impact with new scheduling techniques.

The AIMS High reports are available online at <http://your.kingcounty.gov/aimshigh>.

On-time performance—average weekday



In Transit



We'll Get You There

If you have any questions, comments or story ideas, send them to **In Transit**, KSC-TR-0824, or contact **Anna Clemenger**: 206-263-6482 or anna.clemenger@kingcounty.gov.

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ON THE MOVE

Transit Division retirements, promotions/job changes, new hires, and remembrances

Retirements

Design and Construction

Gerrie Jackson, real property agent III — July 6; 26+ years

General Manager Office

Linda Smith, business and finance officer II — June 30; 24+years

Metro Transit Police

Sergeant Barb Etienne, Metro Transit Police (MTP) Special Operations/King County Sheriff's Office (KCSO) — July 1; 25+ years (KCSO), 10+ years (MTP)

Operations

Joseph W. Bell, operator (South Base) — July 30; 19 years

Jacquelyn Chany, operator (South Base) — July 31; 31 years

Bill Laird, first-line supervisor (Service Quality) — June 30; 20 years

Wayne C. Ostwald, operator (South Base) — July 31; 25 years

Bob Rothwell, operator (Ryerson Base) — July 19; 43+ years (see Kudo item)

Power and Facilities

Clarence "Butch" Sidbeck, building operations engineer — July 1; 21 years

Sales and Customer Services

Gayle Delanty, project/program manager II (employee transportation representative, Commute Trip Reduction) — May 31; 8+ years

Vehicle Maintenance

Alex Babak, utility service worker — May 28; 20+ years

Fernando Caceres, mechanic — June 1; 23+ years

Bruce Hargin, maintenance machinist — August 1; 30+ years

Joe Smolar, mechanic — August 1; 30+ years

Promotions and Job Changes

General Manager's Office

Dennis Barnes to senior financial analyst (Finance & Budget, term-limited) from Office of Information Resource Management (Project Management Office)

Tim Flynn to project manager IV (term-limited) from Office of Regional Transportation Planning, KCDOT

Gary Prince to strategic development analyst (Finance & Budget) from Transit Oriented Development, KCDOT

Metro Transit Police

Capt. Scott Strathy to commander, Internal Investigations Unit (KCSO) from MTP Detective Unit and Administrative Section

Capt. Robert Baxter to operations commander (MTP) from sergeant (KCSO)/assistant chief of police, City of Sammamish

Capt. Lisa Mulligan to commander, Investigations Section from Operations (MTP)

Operations

To transit operator from rail operator:

Dalvinder Gill, Douglas Hall, Alan Kreitzburg, Donald McClain, Delwin Williams

Paratransit/Rideshare Operations

Trisha Bull to rideshare services representative (Rideshare Operations) from Dept. of Development and Environmental Services (DDES)

Rosalie Ciummo, administrative specialist III (Accessible Services) from Marine Division

Jabari Hampton to rideshare services representative (Rideshare Operations) from DDES

Rail

Louis DiFazio to SCADA systems specialist from signal and communications technician (term-limited)

Jeremy Fowler to rail electro mechanic from rail service worker

Harmony Hunter to rail supervisor from first-line supervisor (Transit Operations, Transit Control Center)

Gregg Reilly to rail grounds specialist from rail laborer

Transit Safety

Collette Fidecaro to administrative specialist II, lateral move from Vanpool Operations

Vehicle Maintenance

Tom Keelan to lead mechanic from mechanic (East)

Ian Rush to vehicle maintenance equipment service worker from rail service worker

New Hires

General Manager's Office

Kippy Messett, accountable business transformation project coordinator-KCDOT (term-limited)—Feb.1

Power and Facilities

Wilson Chambers, seasonal maintenance worker — June 1

Continued on page 3